# Vital Records Electronic Registration System (ERS-II)

## Technical Resource Guide and Support Procedures

**Date: 02/22/2013**

## Vital Records Support Line: (402) 471-8275

### *Frequently Asked Questions*

➢ **Problem: User cannot access the State web site**

If problem occurs during the Monday-Friday, 8:00 – 5:00 timeframe:
- See section I.1 [Support Issues—Technical problems] and section I.2 [Support Issues—Vital Records ERS-II application software problems/questions]

If problem occurs outside of these standard business hours
- See Section I.4 [Technical Support Contact/Support hours]

➢ **Problem: Printer does not work with the Vital Records ERS-II system**
- See section IV [Printers]

➢ **Problem: New employee hired, employee resigns, or an employee's job responsibilities change**
- See section V [Adding New Users, Changing a User's authority, or Deleting Users]

➢ **Problem: Employee has forgotten how to change their Citrix/XenApp password**
- See Appendix III [Changing your Citrix/XenApp password]

➢ **Problem: Employee does not remember the State's Citrix/XenApp password standard requirements**
- See Appendix III [Changing your Citrix/XenApp password]

➢ **Problem: Employee did not change their password within the 90 day timeframe**
- The employee's password will need to be reset:

If problem occurs during the Monday-Friday, 8:00 – 5:00 timeframe:
- See section I.1 [Support Issues—Technical problems] and section I.2 [Support Issues—Vital Records ERS-II application software problems/questions]

If problem occurs outside of these standard business hours
- See Section I.3 [Technical Support Contact/Support hours]

➢ **Problem: Employee has entered their Citrix/XenApp password incorrectly 3 times**
- The employee's password will need to be reset:

If problem occurs during the Monday-Friday, 8:00 – 5:00 timeframe:
- See section I.1 [Support Issues—Technical problems] and section I.2 [Support Issues—Vital Records ERS-II application software problems/questions]

If problem occurs outside of the standard business hours
- See Section I.3 [Technical Support Contact/Support hours]

➢ **Problem: User is trying to log in to the Vital Records ERS-II application but database login screen does not accept their user-ID and/or their password.**
   1. Make sure that your "Caps Lock" function is not enabled.
   2. The User-ID is not case sensitive and must be typed in all lower case letters.
   3. The Password is case sensitive and must be typed using the appropriate upper case, lower case, numerical, and/or special character that you selected when setting up your password.

- **Problem:  Changing Citrix/Xen App Passwords**
  1. All that needs to be changed is the Citrix/XenApp password

- **Problem:  User has forgotten their Vital Records ERS-II system password**
  1. User needs to contact the Vital Records support line.

- **Problem:  User wants to download the Citrix/Xen App client to a new or different PC**
  1. See Appendix II [Citrix/XenApp Access over Network]
  2. See Appendix I [Vital Records Electronic Registration System (ERS-II) Technical Overview]

- **Problem:  Users are uncertain as to the availability of the system**
  1. See Section II [System Availability]

- **Problem:   User sees message that says "System Is Busy"**
  1. This message means that you already have a session of the application running. Press your "Alt" key and then the "Tab" key to see the sessions you already have open.  Tab through the sessions until you get to the icon that looks like a red/green/blue window (it says QS technologies under it).


**NOTE:  *For any other issues that you may encounter in using the system [not listed above], please contact the Vital Records ERS-II Support line.***


**NOTE: *Can I install Citrix to a Mac/Apple computer in order to use the ERS II?***

*Yes you can use a Mac/Apple computer to use the ERS II and we can provide some directions as to where to search the internet for a Citrix download only as a courtesy but the state does not officially support Mac/Apple computers.*

# I. Support Issues

### 1.    Technical problems:

When technical problems are encountered using the Vital Records ERS-II system, use the following steps to troubleshoot the origin of the problem and to report the incident to the proper contact:

#### a. Troubleshooting origin of the problem
- ❑ If the desktop is not working, contact your computer technical support staff.
- ❑ If the user cannot access the Internet, contact your computer technical support staff or ISP.
- ❑ If the State Citrix/XenApp web address cannot be accessed, test an alternate web address to insure connection can be made to the Internet.
  - If the user cannot access any other web address contacts your technical support staff or ISP.
  - If the user can access other web addresses, contact the Vital Records unit as per Support Contact/Support Hours section below for assistance in resolving the problem.
- ❑ Report other technical problems to the Vital Records unit, as described below under Support Contact/Support Hours.

#### b. DHHS/Vital Records unit response:
- ❑ Vital Records unit will review the problem reported and contact the DHHS Help Desk for assistance in resolving problem.
- ❑ DHHS Help Desk will document the reported problem and assign the issue to the appropriate IS&T (Information System & Technology) technical support unit for problem resolution.
- ❑ DHHS IS&T technical support staff, Vital Records unit, and the user's computer technical support staff will coordinate efforts to resolve the problem.

### 2.    Vital Records ERS-II application software problems/questions:

When a user encounters a problem in using the Vital Records ERS-II application software or has a question concerning how to complete a field(s) of data in the Vital Records ERS-II system, contact the Vital Records Support Line directly. The Vital Records unit will work with the caller to resolve the problem.

### 3.    General Vital Records problems/questions:

For general questions concerning completion of certificates, refer to Appendix V.

### 4.    Technical Support contact/support hours:

The Vital Records Unit will be staffed during normal business hours from 8:00 a.m.-5:00 p.m., Monday – Friday [excluding State holidays listed in Appendix V]. If support is needed outside of business hours, the users must use one of the following two processes to report a problem.  If reporting problems after hours-- provide your name, phone number, the name of the business, and a brief description of the problem.  All messages will be returned by end of the next business day.
- ❑ After hours, call the Vital Records support line (402) 471-8275) to leave a recorded message describing the problem or question.  A telephone line has been set up in the Vital Records Unit to record messages on technical support questions or problems.  The Vital Records staff will return all messages the next business day.

- ❑ Send an e-mail message to **dhhs.vitalrecordsregistrationsupervisor@nebraska.gov** describing the problem or question. All e-mail messages will receive a reply to your e-mail address OR a staff member will contact you directly the next business day.

    **5. Communication with users**
    - ❑ Periodically, we will be communicating updates and messages concerning the system through the use of email.
    - ❑ It is strongly encouraged that each Vital Records ERS-II user has access to an email system to receive electronic correspondence. Please make sure if your email changes that you contact Vital Records with the changes so our table can be maintained up to date
        - • The email system must allow the user to receive attachments.

# II.    System Availability

The Vital Records ERS-II system is scheduled to be available 23 hours each day, 7 days per week, with the following exceptions:

**Vital Records ERS-II system**
a. The system is not available during system backup periods scheduled to begin at midnight and running for approximately one hour.
b. The system is not available during routine maintenance periods for server hardware and upgrades to the software. The State will try to schedule these events outside of the normal business hours time frame.
c. The system may not be available during normal business hours if an emergency software and/or hardware patch needs to be applied to the system or the system experiences an unexpected technical problem with system hardware.
d. The system may not be available if the wide-area network (WAN) operated by the State of Nebraska and used by the Vital Records System is experiencing technical problems.
    - ❑ Due to the critical nature of the State WAN, high priority is given to maintaining its availability and resolution of any technical problems.
e. The system may not be available due to technical problems with the Citrix/XenApp server or database server (which stores the Vital Records data) supporting the Vital Records application.
    - ❑ Failure of the Citrix/XenApp server should be rare. The State maintains multiple servers for redundant backup support for the Vital Records System. If one of the Citrix/XenApp servers should fail, the users will automatically move to one of the other remaining servers.
    - ❑ The database server being used for the Vital Records System has built-in technology such as hot-swappable drives, and mirroring of data to minimize failures or down time.
    - ❑ The State maintains a duplicate database server that is available in case a hardware failure should occur.

**USER Access**
f. The system may not be available if the communication path (WAN, DSL, or dial-up phone line) or Internet Service Provider (ISP) used to access the Internet is experiencing problems. It is the responsibility of each business to insure that the Internet is available to access the Vital Records System.
g. The Vital Records System will be available on State holidays [see Appendix V].

❑ **<u>However, Help Desk support at the State level will not be available</u>**.  If problems or questions arise during this timeframe, use the procedure described in the Support Contact/Support Hours section above for reporting problems and questions outside normal business hours.

## III.  Contingency Plan

If the system is not available for any one of the reasons described above, there are two courses of action available to the user.
1. Wait and try to access the system at a later time.
2. Contact Vital Records Unit to determine how the record should be submitted.  If the system is not available due to a technical issue, Vital Records may be able to provide an estimate of when the system will be available again.

## IV.  Printers

**Printer Requirements**
a. Users are responsible for the purchase and maintenance of their printers.
   ❑ If a printer is not compatible with the Vital Records ERS-II system, you may be required to purchase a replacement printer.
   ❑ If the printer will not print, please contact the Vital Records unit at (402) 471-8275

## V.  Adding New Users, Changing a User's authority, or Deleting Users

To meet HIPAA Security Rule Administrative Safeguards Standards 45 CFR 164.308, the following procedure must be used to add new users, change the authorization of existing users, or to terminate access for users.  It is the responsibility of the business to notify the Vital Records Unit when new staff needs to be added, authorization changes need to be made, or to delete staff that have terminated or changed job responsibilities.

*Note:  Contact the Vital Records support line to add a new user, terminate a user, or change the security of a user.  The Vital Record Unit prefers this information to be received by email.*

<u>Adding a New Employee/User:</u>
❑ Notify the Vital Records Unit (402) 471-0919 and request a new employee be registered to use the Vital Records ERS-II system.  Include the name of the new employee, the name of the business, the name of their supervisor, a contact telephone number and their email address.
❑ Vital Records Unit will request the DHHS Help Desk set up the new employee with a Citrix/XenApp User-ID and default password.  The DHHS Help Desk will contact the new employee directly to assist in logging on to Citrix/XenApp.
❑ Vital Records Unit's security contact will set up the new employee's user-id and default password to the application.

<u>Terminating a User-ID:</u>
❑ If an individual terminates work in your facility **<u>OR</u>** has transferred to other responsibilities, they should no longer have access to the application.  Each business must notify the Vital Records Unit as soon as possible and request the individual's access be terminated. OTHER USERS MUST NOT USE the ID for a terminated or transferred employee.  Sharing User ID's is a policy violation and may result in termination of access to the Vital Records ERS-II system.

❑ Vital Records Unit will request the DHHS Help Desk delete the Citrix/XenApp User ID.

❑ Vital Records security contact will delete the Vital Records ERS-II system User ID.

**Changing a current employee's application security:**

❑ If an employee needs access to additional functionality available in the application, or an employee no longer needs access to specific functionality, the business must contact the Vital Records Unit security contact.  Each business will need to provide the name of the employee and a description of the change being requested.

❑ The Vital Records Unit security contact will make the necessary changes to the application security.

# VI.   Vital Records System Technical Requirements document

See Appendix I – (Vital Records Electronic Registration System (ERS-II) Technical Overview)

❑ Overview of Vital Records ERS-II technical requirements.

❑ Desktop Hardware/Software requirements, Internet requirements, printers, software licensing issues.

# VII.   Accessing/Loading the Citrix/XenApp software

See Appendix II – (Citrix/XenApp Access over Network)

❑ Instructions on loading the Citrix/XenApp software.

❑ Instructions for signing onto the system.

# VIII.   Changing your Citrix/XenApp Password

See Appendix III – (Procedure for Changing your Citrix/XenApp Password).

❑ Instructions on how to change your Citrix/XenApp password.

❑ Password Requirements.

# Appendix I
## Vital Records Electronic Registration System (ERS-II) Technical Overview

The Vital Records Electronic Registration system (ERS-II) is a Microsoft Windows based application, using Microsoft SQL Server as its database.  The application is deployed on a Citrix/XenApp application server, and served via the Internet to Windows workstations running a "CitrixICA" as the client software, and accessing the Citrix/XenApp server using a standard Web browser (Microsoft Internet Explorer).

> Citrix "ICA" (Citrix Independent Computing Architecture):  is the "thin" protocol that enables Citrix to separate screen updates and user input processing from the rest of the application's logic.  When using a CitrixICA Client, all application logic executes on the server and only screen updates, mouse movements and keystrokes are transmitted via the CitrixICA session.
>
> A CitrixICA client is the software component that executes on the client device.  It allows the user to establish a CitrixICA session with a Citrix/XenApp XP server.  This session enables the user to access server-based applications that appear to run locally on the client machine but execute on the server.

The Vital Records ERS-II application software is executed on the Citrix/XenApp server.  That server, not the individual workstation, accesses the database.  Users gain access to the application through an established login ID and password.  Each login ID is associated with a single GUI Role (what the user is allowed to see) and a single Security Group (what the user can do).

Authorized users will be able to enter, search, display and revise vital records, and can run reports and print documents based on their assigned security level.

All users of this system will be executing the same code on the application server, and will have access to the same central database, regardless of the user's physical location throughout the state.

### Vital Records ERS-II System Access

All users will first need to have access to the Internet using Internet Explorer (IE).  Through the Internet, and with appropriate authority, the workstation will gain access to the Vital Records ERS-II system which resides on a Citrix/XenApp server.  The application then accesses the database.

The first time the user accesses the Citrix/XenApp server [htpps://nfuse.DHHS.ne.gov], the Citrix software for the workstation will automatically download to the PC.  The size of the download is 2 MB.  If any updates are made to this software, the updates will be automatically downloaded to the client the next time they try to access the Citrix/XenApp server.  The Citrix client will remain on the workstation and can be used to access the application the next time the user wants to use the Vital Records system.

Note:  Due to some security configurations of Internet Explorer (relating to Active X components), the automatic download process may not function properly.  If a problem is encountered in downloading the Citrix software, the user will need to contact the Department of Health and Human Services (DHHS) "Help Desk" for assistance in getting the PC set up properly.

### Security of Data

All transmissions of data between the State and remote users (hospitals, funeral homes, Douglas County Health Department, etc.) of the Vital Records ERS-II system will be encrypted using standard SSL (Secure Sockets Layer) 128-bit encryption in addition to Citrix/XenApp's own Secure ICA 128-bit encryption protocol.

Print jobs are also encapsulated within both SSL and SecureICA protocols.

### Citrix/XenApp Client Software Download Issues

In attempting to download the Citrix/XenApp software for the Vital Records ERS-II system, you may encounter various technical problems due to the various configuration settings in place at your location.

Listed below are some issues that you will need to be aware of when trying to download the Citrix/XenApp software.

1. Need to insure the Citrix Web Client has been installed on each PC (requires Administrative privileges) that you wish to access the Vital Records ERS-II system.
2. Verify that Internet Explorer has the 128bit encryption pack installed
3. Verify that in Internet Explorer that TOOLS | INTERNET OPTIONS | ADVANCED | 'Do not save encrypted pages to disk' is UNCHECKED
4. Verify Internet Explorer can accept all Cookies from the following:
    a. **https://nfuse-dhhs.ne.gov**
    b. **https://csg-dhhs.ne.gov**
5. Verify Internet Explorer is not blocking pop-ups for the following:
    a. **https://nfuse-dhhs.ne.gov**
    b. **https://csg-dhhs.ne.gov**
6. Proxy / Firewall setting will need to be verified. The Proxy/Firewall must be open for outbound traffic on ports 80 & 443 to the following:
    a. **https://nfuse-dhhs.ne.gov**
    b. **https://csg-dhhs.ne.gov**

### IX.  Desktop Software Requirements:

❑ Operating System:  Windows XP  or Windows 7 (Updated)
❑ Internet Explorer 8, Service Pack 2; or a later version of Internet Explorer (Updated)

### Desktop Hardware Requirements:
❑ Pentium II or later
❑ Direct Internet access connection (Updated)

### Internet Service Provider (ISP)
❑ The user will need to contract with a reliable ISP with a local number that can be used to access the Internet. Cable modem or DSL recommended. (Updated)

### Printers

❑ The print driver for the specific brand/model of printer used at your site may need to be loaded by the State into the State's Citrix/XenApp server before you will be able to print.
❑ Any printer you plan on using at your site will need to be tested to determine if it will print
❑ If the printer will not work, you may be required to purchase a new printer that will work with the Vital Records ERS-II system.
❑ Printers that seem to work best are Hewlett-Packard (HP) brand printers.

**<u>Software Licensing</u>**
- ❑ Licenses necessary to access the Vital Records ERS-II system are being paid for by the State.

**<u>Email Access</u>**
- ❑ Access to an Email system that can process attachments is **<u>required</u>**.
- ❑ All communications to users are sent electronically.

# Appendix II
# Citrix/XenApp Access over the Network

This document provides instructions on the process of how a network connected user accesses applications through Citrix/XenApp server. The steps must be performed in the order as presented.

1. Open Internet Explorer
2. In the "Address" box type **htpps://nfuse-dhhs.ne.gov**
3. Press the "Enter" key
4. For easy access in the future to this page, do the following:

   a. Add web page to the "Favorites" pull-down menu
   b. Place the Citrix XenApp Icon on your desk top by creating a short cut.

5. The following screen will be displayed. If this screen does not appear or you get some type of error message, please contact the Nebraska Department of Health and Human Services (DHHS) Help Desk at (402) 471-9069 or (800) 722-1715 for assistance in getting the Citrix/XenApp software loaded properly.



6. Type in your:
   a. **USER ID in the User Name field:**
      - The User ID is typically the first letter of the user's first name and up to the first six characters of the user's last name.
      - For example; John Doe's User ID would be jdoe, where John Johnson's User ID would be jjohnso.
      - The User ID should be typed in lowercase letters.

b. **PASSWORD:**
   - Initially each password is set to the default password of HHss0000 [two upper case H's; two lower case s's; and four zero's].
   - the password field is case sensitive, therefore the user must type in their password exactly as it was set up

c. **TYPE IN THE DOMAIN:**
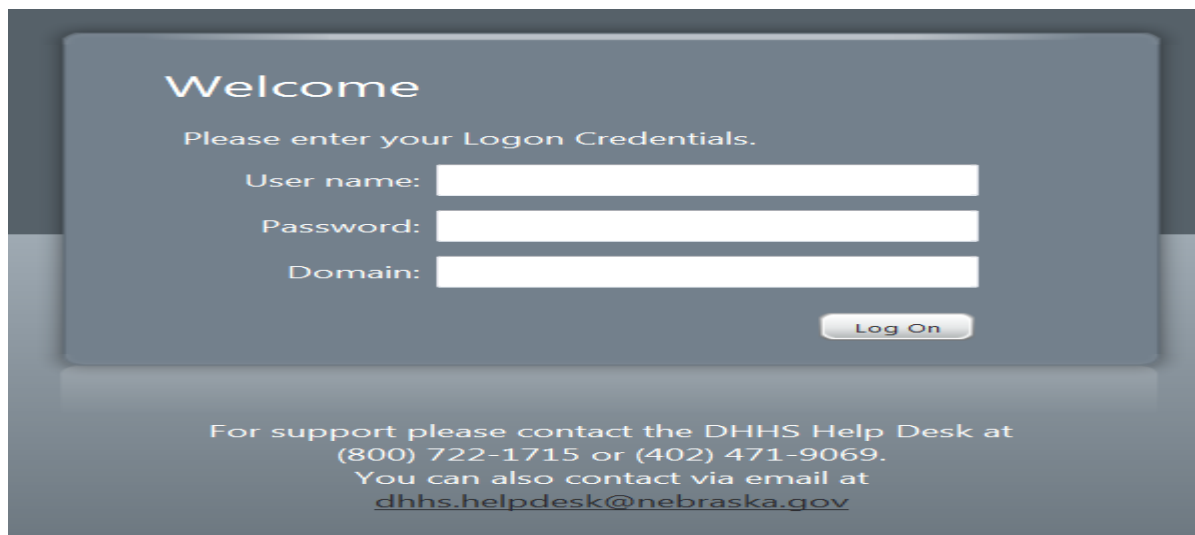   - The Domain will always be **BF200LNK** [it is not case sensitive - can be upper or lower case letters]

7. Select the **Log On** button

8. The first time a user's computer accesses the web site, the computer is queried for the existence of Citrix/XenApp software, if no client software is currently installed or an older version of the client software exists, the system will prompt the user to install a new client. The following screens represent the screens that are displayed to the user during the client installation.

*NOTE: The client installation (Step 8.) is only performed during the initial Citrix/XenApp connection as well as any new Citrix/XenApp client updates in the future.*

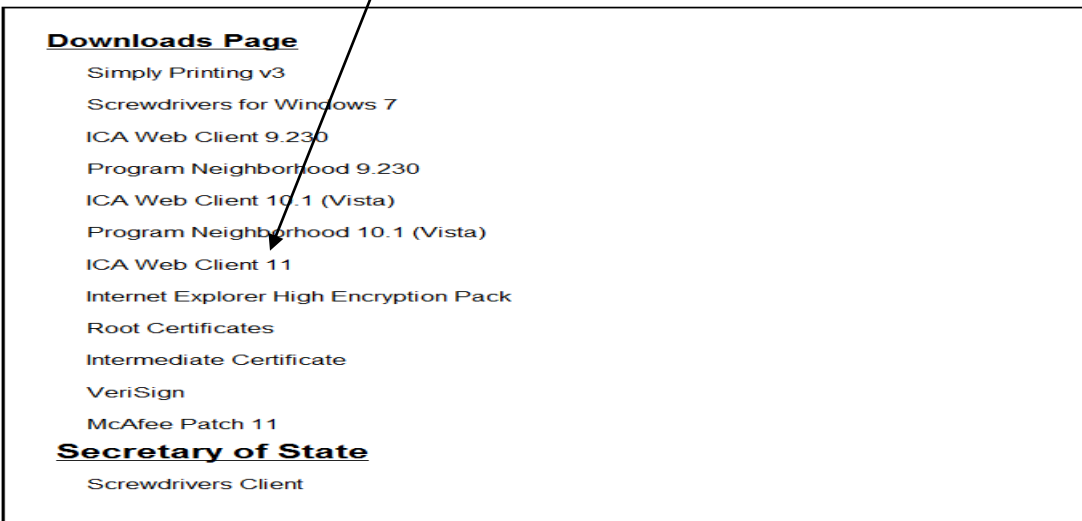9. The following screens represent the client installation process:

   1. Log on to the Citrix/XenApp system.



   2. The follow screen will appear. Click on the *"Click Here For Downloads"*
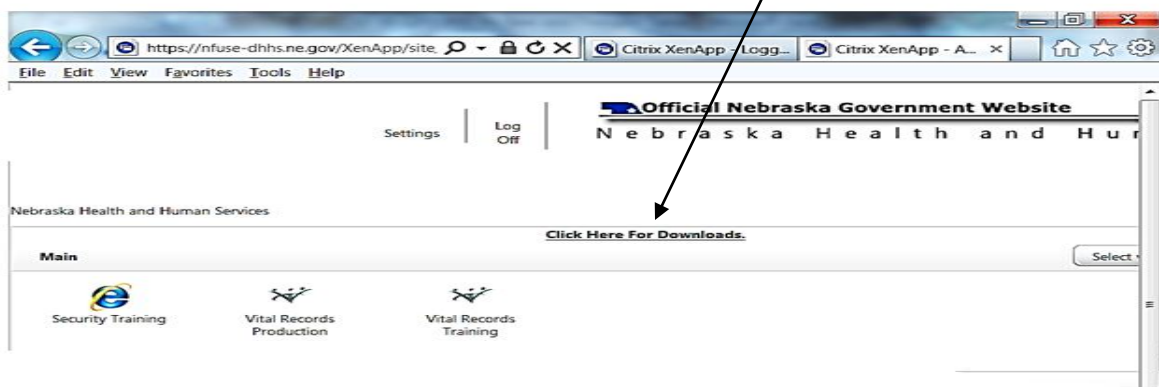
3.  Click on the ICA Web Client 11.



**Downloads Page**
- Simply Printing v3
- Screwdrivers for Windows 7
- ICA Web Client 9.230
- Program Neighborhood 9.230
- ICA Web Client 10.1 (Vista)
- Program Neighborhood 10.1 (Vista)
- ICA Web Client 11
- Internet Explorer High Encryption Pack
- Root Certificates
- Intermediate Certificate
- VeriSign
- McAfee Patch 11

**Secretary of State**
- Screwdrivers Client

a.  You will have a popup screen that will ask you to ***Run or Save*** this program, choose ***Run***.

d.  You may receive a second popup that will ask you to ***Run or Save*** this program, choose ***Run***. The client download process should take less than two minutes.

e.  Once the client is downloaded you will receive a notice that the installation is complete. Go back to the original log screen and log on to the Citrix/XenApp server as if you were logging on for the first time.
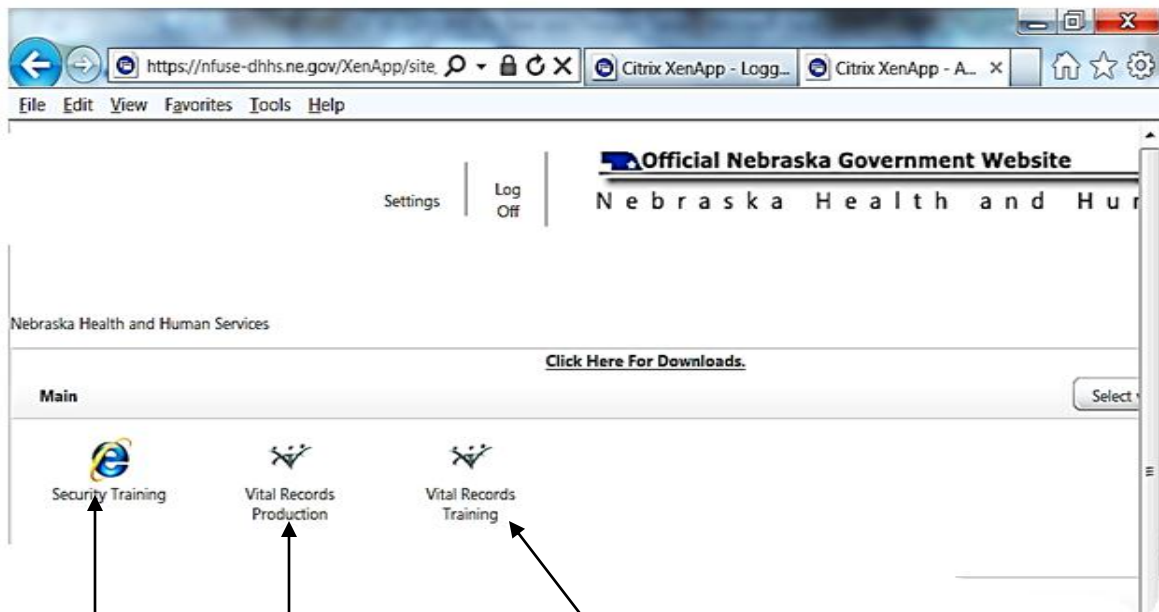


Welcome

Please enter your Logon Credentials.

User name: [                    ]

Password: [                    ]

Domain: [                    ]

[ Log On ]

For support please contact the DHHS Help Desk at
(800) 722-1715 or (402) 471-9069.
You can also contact via email at
dhhs.helpdesk@nebraska.gov

f.  You will then go to the Icon page. You will see three Icons
    (Security, Vital Records Production, and Vital Records Training).

> *The Vital Records Training icon can be selected if you wish to train a staff member at
> your location—data entered into this database should be considered temporary because
> it is routinely deleted.*

g.  The **ICA Client File Security screen** will next appear.

- Under the question that asks *"What access should be allowed?"* – click on
  **FULL ACCESS** option.

- Under the question that asks "Do you want to be asked again?" – click on
  **NEVER ASK ME AGAIN FOR ANY APPLICATION.**

- Then Click on the "**Yes**" button. This screen should only appear the **first time**
  the user signs into the application.

- You will receive *THIS IS A GOVERNMENT COMPUTER SYSTEM* screen.
  Click the *OK* button on this screen.
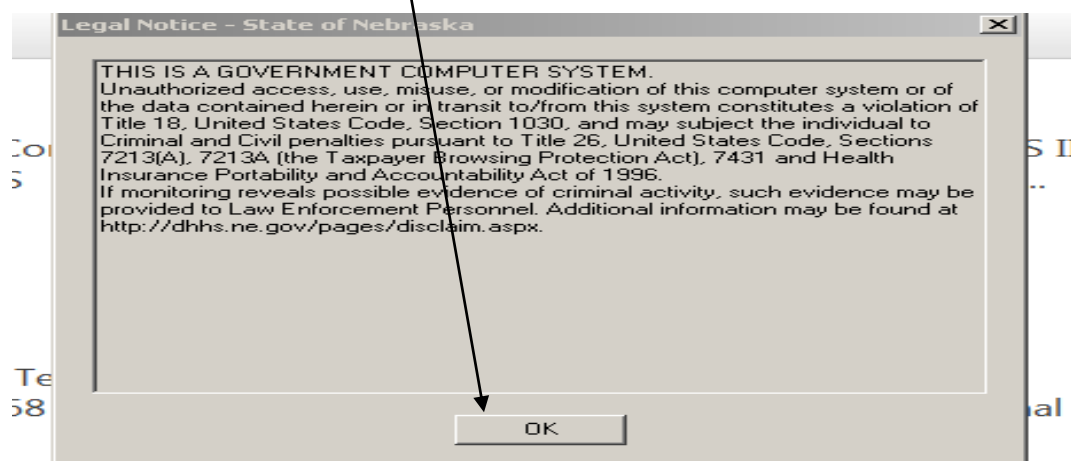
h.  The system is set up by user location. Your information will be displayed on the following screen. If you have multiple locations and use the system for several funeral home locations, you will need to click on the User No. box and pick the correct location from where to complete the death record.



i.  Once you have the correct location click on the OK button. You will then be at the front page of the Electronic Death Registration System, EDRS.



11. In order to close the application after it has been opened, perform the exit procedure as defined for the Vital Records application.

12. To exit Citrix/XenApp and properly close the program, right-click on the "X" button in the upper right-hand corner of the Internet Explorer window or within the Internet Explorer window, select the "File" pulldown menu and select "Close".
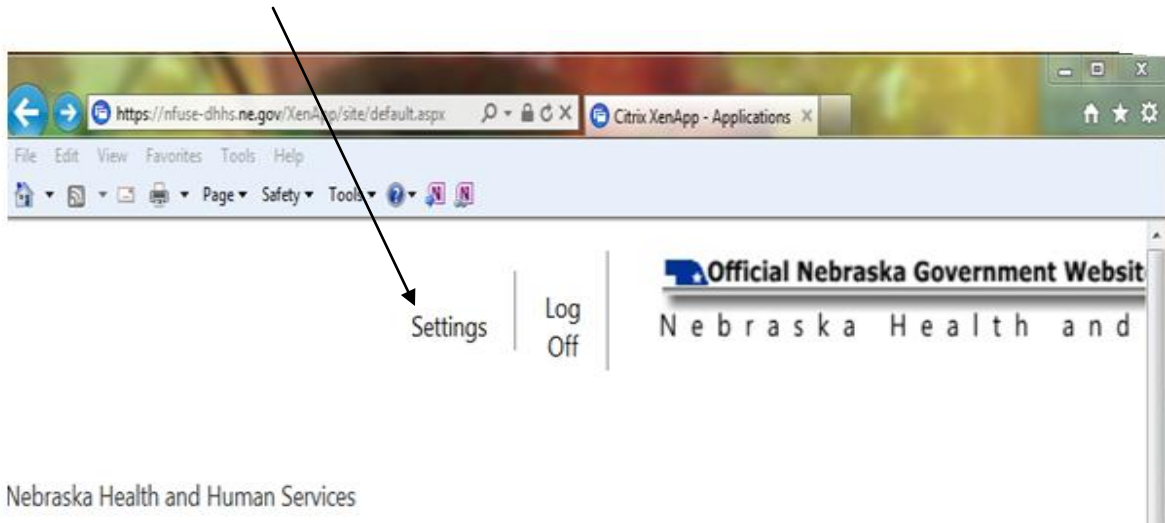
# Appendix III
## Changing Your Citrix/XenApp Password

**Procedure for changing your Citrix/XenApp password:**
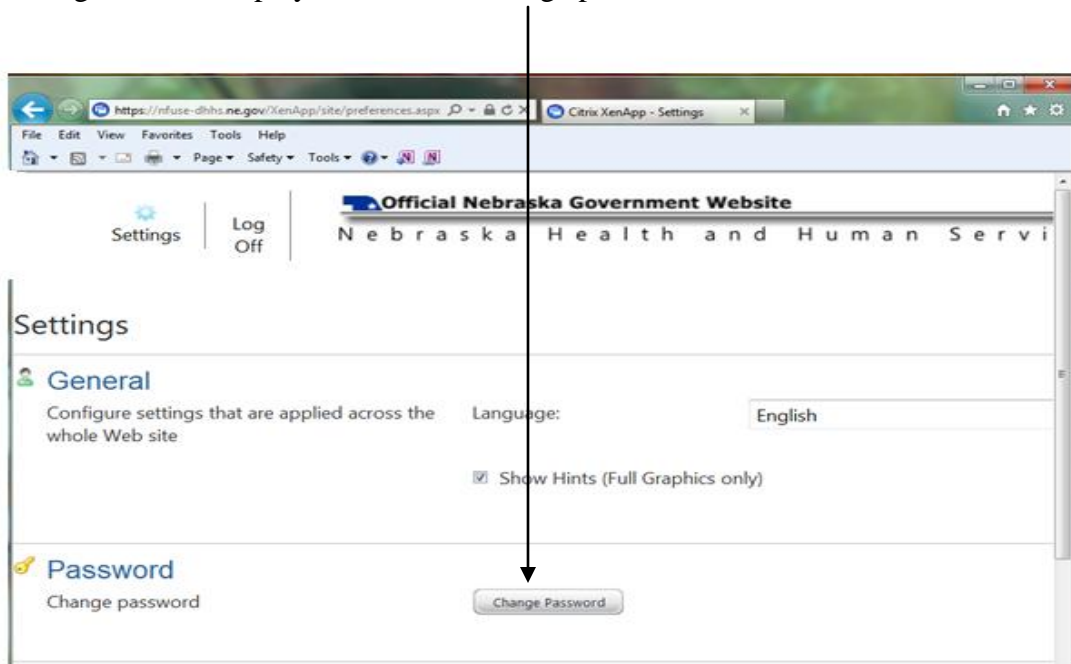
(The following procedure is used to change the Citrix/XenApp account password only.)

A.  Log onto the Citrix/XenApp web page as outlined in Appendix II [steps 5-7]

B.  Click on the "Settings" icon page:



Nebraska Health and Human Services

The following screen is displayed. Click on Change password:



Y

The Following screen will display: Follow the instructions to change your password.

**C.** Each of these fields is discussed below:

**Old password:** Enter your current password.
➢ This field is case sensitive. Therefore, using upper and/or lowercase letters, special characters, and/or numbers as set up in your password is important.

**New password:** Enter what you want your new password to be – see "Password Requirements" listed below.
➢ This field is case sensitive. Therefore, when entering your new password, when using upper and/or lower case letters, the case of each letter must match each time you log onto Citrix/XenApp.

**Confirm new password:** Enter your new password again for verification (this field is case sensitive)

**D.** Click on the **"OK"** button to make the change.

E. If your have completed all three fields on this screen correctly, you are returned to the Applications screen as shown on the prior page.

**Note:** After the 3rd unsuccessful attempt at changing your password, the user is locked out of the system. You will then need to contact the DHHS Help Desk (402) 471-9069 / 800-722-1715 to have your password reset.

## Password Requirements*:*

A strong password standard is enforced by the State for all passwords. The following requirements must be satisfied when the user selects a password:

1. The password must contain a minimum of eight (8) characters in a combination containing **three (3)** of the following **four (4)** characteristics:

- At least one UPPER CASE alpha character (A-Z)
- At least one lower case alpha character (a-z)
- At least one Numeric value (0-9)
- At least one special character (~!@#$%^&*()_+-=<>?;':\)

2. Passwords must be changed at least every 90 days.  You will be notified by email approximately 14 days prior to your password expiration. If you fail to change your password, the user is locked out of the system.  You will then need to contact the DHHS Help Desk (402) 471-9069 / 800-722-1715 to have your password reset.

3. As of **July 1, 2012**, DHHS will adjust the process being used to achieve an environment where LAN/CITRIX passwords are not reused for at least **365** days.  The existing DHHS IT Access Control Policy Standards for a password are not changing; however the process to achieve that is being adjusted slightly to address state and federal compliance requirements.

4. Once a password has been changed, that password cannot be changed again for **30** days and once a password has been used that password cannot be used again until after **13** new password changes have occurred.

5. Should your password be compromised or you experience an emergency requiring a password reset within the 30 day no-change period, please contact the DHHS Help Desk for assistance in resetting the password at DHHS Helpdesk 800-722-1715 / 402-471-9069

6. Logon ID accounts will automatically lock the users out of the system after 3 consecutive unsuccessful password attempts.
   - The user will need to call the Vital Records Support unit to get the passwords re-authorized and reset. (402) 471-8275

7. Portions of the user's name cannot be used as part of the password.

**Appendix IV**

# Vital Records Contacts

**Death Records:**
- For general questions concerning completion of death certification, rejection/return of death records, and/or legal issues **call 402 471-0912 or 402 471-0919**.

**Birth Records:**
- For general questions concerning completion of birth certification, rejection/return of birth records, and/or legal issues **call 402 471-0907 or 402 471-0924.**

**Marriage/Divorce Records:**
- For general questions concerning completion of marriage or divorce certification, rejection/return of marriage/divorce records, and/or legal issues **call 402 471-2872 or 402 471-0919.**

**Vital Records Support Line:  402 471-8275**
- For technical questions related to how to use the Vital Records ERS-II system; report problems encountered in using the system; and/or leave messages during non-business hours [8:00 am to 5:00 pm, Monday through Friday (excluding State holidays).]

**Vital Records E-mail:  vitalrecords@DHHS.ne.gov**
- For technical questions related to how to use the Vital Records ERS-II system; report problems encountered in using the system; and/or leave e-mail messages during non-business hours [8:00 am to 5:00 pm, Monday through Friday (excluding State holidays).]

**Appendix V**

# State Holidays

- **New Year's Day**                    January 1

- **Martin Luther King, Jr. Day**       Third Monday in January

- **President's Day**                    Third Monday in February

- **Arbor Day**                          Last Friday in April

- **Memorial Day**                       Last Monday in May

- **Independence Day**                   July 4

- **Labor Day**                          First Monday in September

- **Columbus Day**                       Second Monday in October

- **Veteran's Day**                      November 11

- **Thanksgiving Day**                   Fourth Thursday in November
- **Day after Thanksgiving**             Friday following Thanksgiving

- **Christmas Day**                      December 25

**Note**: *If the holiday falls on a Saturday, then Help Desk staff and Vital Records staff are not available on Friday. If the holiday falls on a Sunday, then Help Desk staff and Vital Records staff are not available on Monday.*